FIRE COMMUNICATIONS SUPERVISOR
STUDY GUIDE

A written examination for the class of **FIRE COMMUNICATIONS SUPERVISOR** to be administered in **BOSSIER CITY** on **AUGUST 13, 2013**, will consist of approximately **110** multiple-choice questions. The examination will test your knowledge in the following subject areas:

SUBJECT AREA/KNOWLEDGE	APPROXIMATE % OF EXAM
MANAGING EQUIPMENT AND SUPPLIES Knowledge of the general care, maintenance, and use of departmental communications equipment, including verifying that equipment is tested and meets applicable standards, and the procedures for ordering departmental supplies and equipment.	10.9%
RECORDS/REPORTS/CORRESPONDENCE Knowledge of effective records-keeping practices, including preparation and content, format, and control, and knowledge of effective report preparation procedures, including the compilation and organization of data into an effective written format for reports or official correspondence.	10.0%
SUPERVISION AND TRAINING Knowledge of the practices and techniques used in effective supervision in order to plan, organize, direct, and evaluate the work of subordinates; to resolve conflicts; to maintain discipline; and to train departmental personnel.	33.6%
FIRE COMMUNICATIONS MANAGEMENT AND OPERATIONS Knowledge of the operations of the fire communications center, including planning, organizing, assigning, and directing division operations involving equipment and personnel; and public relations; and knowledge of operational and dispatching procedures for receiving and processing calls for assistance; of the proper operating procedures of the fire radio system; of the operation of the computer-aided dispatch system, including the operation of the computer keyboard; of applicable computer codes; of the procedures for sending and retrieving messages as well as for entering and retrieving information using the computer.	45.5%